



JAMES CITY SERVICE AUTHORITY

101E Mounts Bay Road, Williamsburg Virginia 23185 Phone (757) 253-6800 Fax (757) 253-6850
Emergencies, 7:30 to 3:30 (757) 229-7421, After Hours, Weekends and Holidays (757) 566-0112

MAINTENANCE AGREEMENT FOR ENVIRONMENT ONE GRINDER PUMPS

(Effective March 1, 2011)

A grinder pump services your home by allowing wastewater to be pumped to higher elevations. The combined unit includes the pump, motor, fiberglass reinforced storage tank (can), and associated valving. Your grinder pump operates automatically and passes your wastewater onto JCSA's sewer collection system. The grinder pump has an annual energy consumption not much greater than a 50-watt light bulb. Should the grinder pump fail to operate properly, a red warning lamp will alert the homeowner of a full sewer tank. Should this light illuminate, the homeowner must contact the JCSA immediately to prevent a sewer discharge on the ground or into the home.

CUSTOMER'S RESPONSIBILITY

1. Acceptance of the Maintenance Agreement is an acknowledgment by the homeowner, to afford JCSA maintenance personnel full and unrestricted access from the grinder pump to the sewer main. This includes all the conveyances as detailed in the Standards and Specifications for Water Distribution and Sanitary Sewer Systems. Specifically, Section 2, subsection 2.5, EASEMENTS. It remains the responsibility of the homeowner to afford unrestricted and unobstructed access to the equipment.
2. Evaluate feasibility of constructing improvements within an easement, as the JCSA is not obligated to repair damages to improvements within an easement, from any cause. This includes but is not limited to trees, shrubs, fences, driveways, or other permanent structures.
3. Ensure plants or decorative lawn items do not obstruct access to the grinder pump. A 3-foot clearance around the grinder pump will be necessary for most normal repairs.
4. Maintain proper grading around the grinder pump. Do not cover the grinder pump access cover, ventilation orifice, bypass box, or controls.
5. The homeowner is responsible for all damage relating to vehicular or lawn care traffic, unintentional landscaping damage, trees falling, or any avoidable act that inflicts damage.
6. Maintain plumbing between the home and the sewer clean-out found beside the grinder pump.
7. All outside disconnect switches will conform to JCSA's Standards and Specifications for Water Distribution and Sanitary Sewer Systems. The disconnect must be weather proof, mounted a minimum of 6 inches above finished grade, and visible from the grinder pump can.
8. Do not place items such as petroleum-based products, cleaning solvents or paint thinners, egg or seafood shells, any type of grease, or sharp objects (fish tank gravel, broken glass or sharp metal objects) down toilets or drains. Do not place bones in the garbage disposal since they will shatter into small sharp objects. Finally, no items that could impede the rotating components of the pump such as string or rope should be placed down toilets or drains.
9. During power outages, homeowners must reduce wastewater flow to the grinder pump to an absolute minimum. Remember, no electrical power means no power to the grinder pump and no power to your warning lamp.
10. When financial responsibility is uncertain, accept responsibility if an excavation reveals problems caused by negligence toward the grinder pump or can, or acts of nature. This includes earth shifting and water infiltration.

JAMES CITY SERVICE AUTHORITY'S RESPONSIBILITIES

1. Before a grinder pump will be entered into the maintenance agreement program, the JCSA must perform an acceptance inspection, which includes the surrounding area. The JCSA requires the operational inspection to assure the grinder pump, and associated components, are functioning properly. The surrounding areas and grade are also considered.
2. Make "normal wear and tear repairs or replacements" to the electrical and rotating equipment of the grinder pump assembly, to include the grinder pump can. JCSA will provide all parts and labor to repair or replace these items.
3. The JCSA will also repair or replace the bypass assembly check valve, gate valve, and interconnecting discharge pipe should the components fail, unless damaged from an outside source as stated above.
4. Maintain the discharge pipe, from the grinder pump to the sewer collection system, free and clear for discharge when in compliance with the County Standards and Specifications.
5. Respond promptly to grinder pump emergencies twenty-four hours a day.

6. Responsible for any damage to homeowner's property, caused from negligence during the repair or replacement of a grinder pump.
7. Restore construction site to a condition similar or equal to the condition existing prior to construction. Proper notice will be given to the homeowner of any expected inconvenience or hazardous condition.
8. The JCSA is not obligated to repair damages to improvements within an easement. This includes but is not limited to trees, shrubs, fences, driveways, or other permanent structures.

WHAT TO DO IN CASE OF A FAILURE

1. In case of a grinder pump failure, contact the JCSA's Operations Division at **229-7421** between the hours of 7:00 a.m. and 3:30 p.m., or James City Dispatch at **566-0112** between the hours of 3:30 p.m. and 7:00 a.m.
2. James City Dispatch would also be contacted during weekends or holidays.

LIMITATIONS OF GRINDER PUMP MAINTENANCE AGREEMENTS

As of January 1, 2003, all previous grinder pump maintenance contracts or agreements, either expressed or inferred, are null and void. The JCSA will bill and service only homeowners electing to enroll in the present Maintenance Agreement. The following conditions shall apply to all grinder pump maintenance agreements hereafter.

1. Any modifications to the grinder pump can or equipment, without the approval of the JCSA, will automatically void the agreement. This includes unauthorized repairs, or damages from outside influences that adversely affect the structure.
 - a. Any permanent encroachment around the grinder pump assembly, bypass box, or discharge piping, that the homeowner cannot remove that fails to afford a safe and reasonable access to service personnel and equipment in the fulfillment of this contract.
 - b. Electrical modifications or conditions that change the voltage and/or current supplied to the grinder pump assembly.
2. JCSA is not responsible for any privately installed grinder pump discharge line (between the grinder pump and collection system) that does not meet the JCSA Standards and Specifications, unless approved in writing by the General Manager. A record of exceptions will be kept within the JCSA's Hansen IMS and GIS systems.
3. JCSA assumes no liability for non-wear items, such as cans, tanks, and covers, when they are damaged due to negligence of the homeowners or their guests.

CUSTOMER'S COST

The JCSA will prorate an annual grinder pump maintenance charge of \$260.00 in equal amounts within the customer's utility service charge billing. This charge is subject to change.

CUSTOMER'S ACCEPTANCE

Signature

Date

GRINDER PUMP LOCATION

C C & B: _____

Premise: _____

Address